

November 15, 2011

Via Electronic Filing

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Notice of Ex Parte Communication
CG Docket Nos. 03-123 and 10-51

Dear Ms. Dortch:

On behalf of the Video Relay Services Consumer Association (VRSCA),¹ this letter is to notify the Federal Communications Commission (FCC), in CG Docket Nos. 03-123 and 10-51, of an ex parte communication on November 11, 2011, between myself, as the Director of the VRSCA, and Gregory Hlibok, Chief of the FCC's Disability Rights Office, Consumer and Governmental Affairs Bureau.

During the conversation, I informed Mr. Hlibok that numerous Video Relay Service consumers have contacted VRSCA to express their frustration following a port because they did not understand what was involved nor were the terms explained to them in ASL when they had agreed to port their phone number by signing a printed document. We discussed the adequacy of disclosures by service providers in porting agreements, the lack of consumer awareness, and the need for additional consumer education in this area.

Respectfully submitted,

/s/ electronically signed

Sharon Hayes
Director, VRSCA

cc: Gregory Hlibok

¹ See Comments of VRSCA, April 26 and May 23, 2011, CG Docket Nos. 03-123 and 10-51, for additional information about VRSCA. See also www.vrsca.org.